



Position Title: Program Assistant II

Position Status: Full-Time Regular

Department: Liquid Waste Services

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T19 \$2,689.03 - \$3,164.63 bi-weekly

Our Liquid Waste Services Department is seeking a Program Assistant II who will play a key role in supporting department operations, programs, and projects through the coordination of a wide range of administrative activities. This position provides administrative leadership by streamlining processes, supporting recruitment, onboarding, training, records management, travel, and purchasing activities, and preparing reports, correspondence, and presentations. The successful candidate will build strong relationships with internal and external stakeholders, provide guidance and support to administrative staff, and contribute to continuous improvement initiatives that enhance operational effectiveness and service delivery.

You are: Responsible for coordinating and supervising administrative support services for five divisions within Liquid Waste Services. Reporting to the Manager, Utility Support Services, the Program Assistant II provides day-to-day leadership to Program Assistant I Team Leads and administrative support staff, ensuring consistent service delivery, workload management, and operational effectiveness across the department.

This role:

- In conjunction with a superior, plans, assigns, supervises and reviews the work of a moderately sized group of subordinates providing diversified and fairly complex clerical support services to a division.
- Acts as a project leader on specific office support development and implementation projects; establishes project priorities, prepares schedules and task assignments, monitors work progress and approved budgets, prepares and presents progress reports; performs post implementation system evaluations as required.
- Maintains and controls departmental records and information systems; tests and assesses records and information management systems; makes recommendations on the implementation of upgrades or replacement technologies.
- Interprets pertinent laws and departmental regulations to the public in person and through correspondence and attempts to resolve difficult public relations problems referred by subordinates; composes a variety of letters and reports of a technical nature.

- Liaises with a variety of internal and external contacts concerning matters related to the work; acts as a resource person and provides technical expertise, information and assistance to users of administrative and records management systems.
- Reviews, edits and checks a wide variety of documents, reports, statements and office records for accuracy and completeness, propriety of charges and conformance with departmental regulations; prepares specific budgets and monitors same upon approval.
- Develops, recommends, and implements policies and procedures for administrative records and information systems; develops and maintains procedural manuals, drafts new forms, and new and/or revised methods and procedures to improve efficiency.
- Performs related work as required.

To be successful, you have:

- Completion of Grade 12, supplemented by completion of a certificate program in Office or Business Management or related discipline and considerable related experience including some supervisory office experience; or an equivalent combination of training and experience.
- Thorough knowledge of correct punctuation, grammatical usage and good vocabulary for preparation of business letters, reports and statements.
- Considerable knowledge of the rules and regulations which govern departmental activities.
- Considerable knowledge of office methods and procedures including records and information management systems and computer applications related to the work performed.
- Considerable knowledge of the basic principles and practices involved in the maintenance of varied office records.
- Sound knowledge of the principles and practices of office management.
- Ability to plan, organize and supervise the work of a number of clerical subordinates.
- Ability to make decisions in the light of established precedence and resourcefulness in meeting new problems.
- Ability to make complex arithmetical computations with reasonable speed and accuracy.
- Ability to maintain effective working relationships with the public and to explain and interpret departmental rules and regulations.
- Ability to supervise the maintenance of complex office records and to prepare statistical and narrative reports from such records.
- Ability to understand and interpret complex oral and written instructions.
- Driver's Licence for the Province of British Columbia.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by September 16, 2026.